

Neighbourhood Audit

Introduction

Why is the Federation undertaking an audit?

The Federation is undertaking an audit to measure what community facilities and additional services our members provide. The findings will inform our work with Government and other stakeholders. It is very important that all our members complete this audit as without this information the sector cannot take credit for the work that it does. We appreciate that the audit may take some time to undertake. This is the first time a national study like this has been conducted and it will be an important piece of work within the sector and beyond.

Who will need to complete the audit?

In most instances, the audit has been sent to Chief Executives. The audit may need to be passed to someone that has an in-depth knowledge of your association's financing of regeneration and community services. It may take the contributions of several people to complete the audit.

Please advise the Federation of your organisation's lead person for completing the audit. Email details (name, phone number / email address) to Terry Jones research@housing.org.uk

What happens for housing associations in group structures?

In most instances, we have sent the audit to each housing association within a group structure. We are assuming that each housing association will complete their own audit questionnaire. In some cases, this may not be appropriate. If this is the case for your group, please contact Terry Jones at research@housing.org.uk who will arrange for the audit to be completed by the parent only.

When does my association need to return their completed audit?

Please return your audit by **Friday 8th February 2008** using the reply paid envelope provided. If this date is a problem contact Terry Jones ASAP. If you have lost the envelope the return address is: Terry Jones, National Housing Federation, FREEPOST LON 5435, Lion Court, 25 Proctor Street, LONDON WC1V 6NY

What should I do if I have a question about completing the audit or need help?

First, try our website www.housing.org.uk/neighbourhoodaudit This has instructions, a PDF copy of the audit and question / answers. The question / answers will be updated through-out the study.

You can also contact Terry Jones on 020 7067 1188 or email research@housing.org.uk

The Federation will also make contact with members to see how they are getting along with the audit.

How do I get another copy of the audit questionnaire?

First, try our website www.housing.org.uk/neighbourhoodaudit There is a PDF copy of the audit questionnaire for you to download (remember to enter your organisational details onto this as we need to know who has returned their audit). You can also contact Terry Jones on 020 7067 1188 or email research@housing.org.uk who will arrange for more audits to be sent out.

What should I do if my housing association is new?

Enter what information you have. We will take account of this when we analyse your audit.

Thank you for your time and effort in completing the audit. Your contributions will ensure it is a great success!

Neighbourhood Audit INSTRUCTIONS

PLEASE READ THESE INSTRUCTIONS BEFORE YOU COMPLETE THE AUDIT.

The information you supply will remain confidential so please answer the audit as accurately as possible. If you have incomplete information please give your best estimate. It is better to supply estimates than not supply any information at all.

The audit is in two parts:

Part 1: Capital Projects

- Questions about your associations' activities and expenditure on community facilities in the last five financial years (2002/3 to 2007/8).

Part 2: Additional Services Projects

- Questions about your associations' activities and expenditure on providing additional services in the last completed financial year (April 2006 to March 2007).

Please ensure you enter **none/ not applicable or don't know** rather than leave a box empty in the questionnaire this will help with data entry

Part 1: Capital Projects

What information does this part of the audit collect?

The audit collects information on your association's activities and expenditure on community facilities used by your residents and the wider community. It can include new facilities or the refurbishment of existing facilities, examples include community and health centres etc.

Do not include the refurbishment or building of tenants' homes, or offices used by your association for housing management purposes.

Include facilities relating to the past five financial years (2002/3 to 2007/8). This can include those started before 2002/3, which are still in construction or finished within the past five financial years. This can include facilities started within the period 2002/3 to 2007/8 and still in construction. If a facility is still in construction enter the estimated final total funding.

Include all facilities your association fully or partly funded. Indicate how much your association funded a facility and how much all other funders provided. Include the monetary value of land or in kind contributions when calculating your association's financial contribution. Therefore, you can include facilities where your association did not provide any cash but did provide land or in kind contributions.

How should I enter the required information onto the audit questionnaire?

- Enter the type of facilities your association built/refurnished or is currently building/refurbishing (if you need more space please photocopy this page and attach it to the audit questionnaire).
- If you have not built/refurnished any facilities please enter "NONE" into the first box and move onto the next part of the audit.
- To the nearest £thousand write in the total amount your association provided for each facility.
- To the nearest £thousand write in the total amount all other funders provided for each facility.

(See note at end of instructions for information on how to complete the sources of external funding box)

Part 2: Additional Services Projects

What information does this part of the audit collect?

The audit collects information for the last completed financial year (April 2006 to March 2007) on your association's activities and the yearly running costs for providing services that are in addition to your association's core housing services and management. This does not include services funded by Supporting People and registered care services. The list of services supplied with the audit gives an indication of the types of things the audit is measuring.

EXCLUDE any of the following when completing the Additional Services part of the audit:

Housing Management:

Policy formulation, appointing management agents, selecting tenants, setting and collecting rents, managing the estate, insuring the property, consulting tenants, dealing with tenant disputes, advising tenants on matters related to their tenancies, dealing with resettlement, liaison with providers of other services needed by the residents, occasional temporary help with matters of care, welfare and support, payment of the salaries and employment costs of staff engaged in these management activities, payment of a proportion of finance and administrative overheads charged to these management activities.

Housing Services:

Communal heat, light, water, television and telephone, lifts, providing security devices, maintaining gardens, grounds, car parks and play areas, cleaning windows and communal areas, refuse disposal, providing fire equipment and alarms, pest control, maintenance of communal kitchen machines, replacement of communal equipment, payment of the salaries and employment costs of staff engaged in the provision of these services, payment of a proportion of finance and administrative overheads charged to these services.

Supporting People:

Services funded by Supporting People under contract to the the Local Authority. Do include housing related support services that are not funded by Supporting People.

Registered Care Services:

Care homes and registered domiciliary care services.

The audit splits additional services into the following six types:

- Community safety and cohesion.
- Education and skills.
- Employment and enterprise.
- Environmental liveability.
- Well-being - health and support.
- Poverty and social exclusion.

For each of these types of additional service, the following questions are asked:

- The types of projects your association undertook.
- Inputs for each project (staff, finance and in-kind).
- Outputs for each project (number of people and homes benefited).
- Availability of further information for each project.
- Additional funding sources.

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How should I enter the required information onto the audit?

Questions on additional services follow the same format:

Projects undertaken:

- For each additional service type, we need to know all the projects your association undertook in the last completed financial year (April 2006 to March 2007).
- The audit already lists common projects. To help locate projects that your association does, we have supplied a separate document entitled "Additional Services Projects". This document lists projects in two different formats:
 - By type of additional service then projects in alphabetical order
 - By projects in alphabetical order then by additional service type
- Since associations run a variety of services, you may not find a project you have undertaken. Where possible choose a closely related project from the list provided.
- If your project is not closely related to any listed in the audit then write in a brief description of your project under "Other (write in)" within an appropriate additional services (e.g. Poverty and social exclusion etc).
- Your association may undertake a service that cuts across several projects listed on the audit. If this is the case, please split out the information on this service into the individual projects even if this means making estimations.

Inputs for each type of project undertaken in 2006/7:

Your Staff

- The number of full time staff equivalents delivering a project, to one decimal place. Examples of how to enter these numbers are given below:
 - If one member of staff worked full-time enter **1.0**
 - If a member of staff worked for half their time enter **0.5**
 - If two staff members worked full-time and one staff member worked for a third of their time enter **2.3**
- The total financial cost of employing staff members for each project. Enter amount to nearest £thousand.

Financial

- The total financial input to the nearest £thousand, your association provided for each project in the last completed financial year (April 2006 to March 2007). Exclude staff costs as these are collected above.
- The total financial input to the nearest £thousand, all other project funders provided in the last completed financial year (April 2006 to March 2007). Exclude staff costs as these are collected above.

In-kind Contributions

- Many associations give in-kind contributions to run additional services. Examples of in-kind contributions include room hire, providing office equipment, transport and capacity building etc. Only enter inputs that have not been included under financial or staff inputs.
- In the space provided briefly write the in-kind contributions your association provided in last completed financial year (April 2006 to March 2007).

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Outputs - 2006/7:

- Outputs measure the number of people etc that have benefited from using a project.
- This audit can only use basic output measures as it is collecting information on a diverse range of projects. Therefore the following outputs have been selected for all seven additional services types:
 - ∅ **Number of people benefited**
 - ∅ **Number of homes benefited**
- For some projects, only one outcome measure may be applicable (for example if a project is people focused it may not be possible to measure outcomes by the number of homes benefited). Please use your discretion when completing this section and ensure that you complete at least one outcome measure for each project.
- We appreciate that outputs are difficult to measure. If necessary you can estimate the numbers benefited.

Detailed Evaluation Information:

- Tick this box if your association can provide further detailed project evaluation - such as outputs (information on the number of homes or people that have benefited from a project) and outcomes (information on how a project has resulted in wider community changes).
- If your association has conducted a project that you feel has been very successful or involved the community, but cannot provide detailed project evaluation – please also tick this box. This involvement should be over and above what is expected of associations in terms of their regulatory responsibilities.
- The Federation will then use a range of projects to illustrate the work of associations. This is an excellent way to promote your association and the sector in general.
- The Federation will contact you directly to collect any additional information once the audit is closed.

Funding Sources:

- These instructions apply to both to the Capital Projects and Additional Services parts of the audit.
- Associations use many sources of funding and the audit lists the most common types. You should tick all the sources of funding your association used in the defined period.
 - ∅ For Capital Projects you should tick every source of external funding you received in the last five financial years (2002/3 to 2007/8 – or for the period in which your organisation was formed).
 - ∅ For Additional Services you should tick every source of external funding you received in the last completed financial year (April 2006 to March 2007).
- For Government please include both national Government Departments and Agencies. There is space to write in which source of national Government Department and Agencies you received funding. Examples might include Learning and Skills Council, Sure Start and Single Regeneration Budget etc.
- There is also space to enter extra details on funding received from Local Authorities.
- If you used a source of funding that is not listed please use the “Other (write in)” space to enter details of the funding you received.

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Additional Services Projects

Types of Additional Services	Projects Within Each Additional Service
Community safety & cohesion	<ul style="list-style-type: none"> • Additional police patrols • Crime support - offender & witness support • Domestic violence initiatives / sanctuary schemes • Fire safety projects • Street initiatives - CCTV / street lighting etc. • Wardens for neighbourhoods / communities / estates / streets • Youth diversionary measures / schools liaison officers / anti-bullying initiatives / youth clubs • Community audits / research • Community events / conferences • Equality / diversity officers / work with excluded groups
Education skills	<ul style="list-style-type: none"> • Adult education (both formal & informal) • After school & breakfast clubs / studies / activities • Arts & theatre initiatives • Capacity building training for residents • Foyers • IT learning initiatives • Language & literacy support • Parenting support / activities / skills • Voluntary work placements • Walk-to-school initiatives
Employment & enterprise	<ul style="list-style-type: none"> • Business start up initiatives e.g. finance / supply of business units • Full employment pilots • Intermediate labour market projects • Job search - advice / help • Life skills for employment • Local recruitment incentives • Qualifications for employment • Resident service organisations - local management contracts • Youth Build • Youth enterprise projects
Environment liveability	<ul style="list-style-type: none"> • Abandoned vehicles removal • Art / street decorations in public places • Energy efficiency measures • Environmental improvements & landscaping • Environmental enforcement / fly tipping prevention • Community gardening / gardening clubs / allotments • Handyperson schemes • Litter / graffiti teams / tidy up days • Waste & bulky items collection & removal
Well being - health & support	<ul style="list-style-type: none"> • Community health workers drugs / alcohol workers / health promotion officers • Family intervention initiatives • Food co-ops • Harm reduction initiatives e.g. needle exchange • Health clinics • Health needs surveys / health checks • Healthy living initiatives • Partnerships with local health providers • Sports / fitness provision
Poverty & social exclusion	<ul style="list-style-type: none"> • Assistance with opening bank accounts • Credit union / community development finance institution • Financial literacy training • Fuel poverty initiatives • Loans scheme • Money / debt advice • Rent deposit initiatives • Savings scheme • Welfare / benefits advice • White good / furniture scheme

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Projects Within Each Additional Service	Types of Additional Services
Abandoned vehicles removal	Environment liveability
Additional police patrols	Community safety & cohesion
Adult education	Education & skills
After school & breakfast clubs / studies / activities	Education & skills
Art / street decorations in public places	Environment liveability
Arts & theatre initiatives	Education & skills
Assistance with opening bank accounts	Poverty & social exclusion
Business start up initiatives e.g. finance / supply of business units	Employment & enterprise
Capacity building training for residents	Education & skills
Community audits / research	Community safety & cohesion
Community events / conferences	Community safety & cohesion
Community health workers - drugs / alcohol workers / health promotion officers etc.	Well being - health & support
Credit union / community development finance institution	Poverty & social exclusion
Crime support - offender & witness support	Community safety & cohesion
Domestic violence initiatives / sanctuary schemes	Community safety & cohesion
Energy efficiency measures	Environment liveability
Environmental improvements - back alleys / landscaping	Environment liveability
Equality / diversity officers / work with excluded groups	Community safety & cohesion
Family intervention initiatives	Well being - health & support
Financial literacy training	Poverty & social exclusion
Fire safety projects	Community safety & cohesion
Fly tipping prevention / environmental enforcement	Environment liveability
Food co-ops	Well being - health & support
Foyers	Education & skills
Fuel poverty initiatives	Poverty & social exclusion
Full employment pilots	Employment & enterprise
Gardening clubs / allotments / community gardens	Environment liveability
Handyperson schemes	Environment liveability
Harm reduction initiatives e.g. needle exchange	Well being - health & support
Health clinics	Well being - health & support
Health needs surveys / health checks	Well being - health & support
Healthy living initiatives	Well being - health & support
Intermediate labour market projects	Employment & enterprise
IT learning initiatives	Education & skills
Job search - advice / help	Employment & enterprise
Language & literacy support	Education & skills
Life skills for employment	Employment & enterprise
Litter / graffiti teams / tidy up days	Environment liveability
Loans scheme	Poverty & social exclusion
Local recruitment incentives	Employment & enterprise
Money / debt advice	Poverty & social exclusion
Parenting support / activities / skills	Education & skills
Partnerships with local health providers	Well being - health & support
Qualifications for employment	Employment & enterprise
Rent deposit initiatives	Poverty & social exclusion
Resident service organisations - local management contracts	Employment & enterprise
Savings scheme	Poverty & social exclusion
Sports / fitness provision	Well being - health & support
Street initiatives - CCTV / street lighting etc.	Community safety & cohesion
Voluntary work placements	Education & skills
Walk-to-school initiatives	Education & skills
Wardens for neighbourhoods / communities / estates / streets	Community safety & cohesion
Waste & bulky items collection / removal	Environment liveability
Welfare / benefits advice	Poverty & social exclusion
White good / furniture scheme	Poverty & social exclusion
Youth Build	Employment & enterprise
Youth diversionary measures / schools liaison officers / anti-bullying initiatives	Community safety & cohesion
Youth enterprise projects	Employment & enterprise